

HHS University

Training, Career Development and Leadership Opportunities

Update

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HHS Mentoring Program: *Partnering for Excellence*

On January 29, 2009, the U.S. Department of Health and Human Services launched a Department-wide Mentoring Program to support all HHS federal employees in “Partnering for Excellence.” Through participation in the HHS Mentoring Program, employees are empowered proactively to chart their professional path by connecting and networking with other experienced employees across OpDivs and StaffDivs to share knowledge, skills, experiences, tools, and best practices needed to assist employees in developing their full potential. The program highlights include:

- Senior-to-Junior and Peer-to-Peer mentoring platforms
- Online Application & Matching System
- Mentor/Mentee Orientation
- Training and Networking Events

The success of this Program is contingent on the recruitment of a cadre of strong and qualified mentors. Therefore, the Department is calling on employees to serve actively as a Mentor. As a mentor, you will have the opportunity to share your knowledge and expertise as well as enhance your leadership skills through the development of others. The program will also provide you with an opportunity to:

- Strengthen your leadership, interpersonal skills and organizational knowledge;
- Participate in knowledge-sharing and competency development across the Department;
- Contribute to the individual success of others, and thereby invest in HHS—Leave a Legacy;
- Expand professional network by working with mentees as well as participating in Department-wide training and networking events
- Serve as an agency role model.

The HHS Mentoring Program uses an automated Mentor Matching System (MMS) to simplify and facilitate the pairing of mentors and mentees. You may access information in reference to the program and establish an account in the MMS by accessing the following link: <https://mentoring.hhs.gov>. The account set-up process will take approximately five minutes to complete. Visit the HHS Mentoring Program website today and become a mentor! ■



Assistant Secretary for
Administration and
Management



HHSU Director's Corner



Eugene Collins

On February 1, 2009, it was with great pleasure to be appointed the new Director for HHS University (HHSU). I look forward to working with the employees of HHSU to enhance the current environment that delivers continuous learning and developmental opportunities to HHS employees, everywhere. Each year we offer over 300 instructor-led courses and over 3,000 web-based courses at a competitive price and we strive to provide the benefits you would receive at any professional university. We are able to partner with leading training providers and deliver training to you through our open enrollment courses and specialized training for your agency. One of our main goals is to help you master components of the HHS Core and Leadership Competencies. Your partnership with HHS University is extremely important to us, your agency, and yourself. Together, we can build on knowledge and skills across our workforce to meet our current and future challenges.

I am also pleased that HHSU is able to offer developmental programs like the Emerging Leaders Program, the Senior Executive Service Candidate Development Program, the Presidential Management Fellowship Program, and our newly implemented Mentoring Program. These programs along with the improved Learning Management System (LMS) and new course offerings will help the HHS family develop the best possible employees to execute all missions and goals throughout the Department.

Together we can and will reach our full potential by focusing on individual and organizational development and build on strong partnerships with program offices to assure opportunities for professional development and continual learning.

Sincerely,
Eugene Collins

Program Highlights

Center for Curriculum Management

Lamont Virgil, Director

The Center for Curriculum Management (CCM) focuses on offering instructor-led training for individual employees to register and complete. Over 5,000 employees participate in more than 500 training classes annually. Curricula at HHS University include:

- Acquisition and Project Officer,
- Administrative Systems,
- Business Skills,
- Career Planning and Retirement,
- Communication and Interpersonal Skills,
- EEO and Diversity,
- Information Technology, and
- Leadership and Management.

Employees can search for courses and register by accessing the online Learning Management System (LMS) portal from the HHS University Web site at <http://learning.hhs.gov>.

The HHS University Truth Squad

While the CR will most likely have an impact on our ability to complete certain types of training programs, the HHS Learning Portal has thousands of FREE courses to help you further your career development goals. Here are five “CR- Friendly” courses featured this quarter:

1. Communication Skills to Fast-track Your Career

When it comes to communication, are you a high-speed modem or two tin cans and a string? If you want to put your career on the fast track, learn to communicate with the best of them. In this course, sharpen your listening skills and improve your written and oral communication skills as well. Finally, you'll put it all together to produce audience-pleasing presentations. Communicate effectively and move right up the fast track.

2. An Introduction to Project Management

Imagine trying to control the unexpected and unpredictable through processes in such a way that you meet the cost, quality, and time expectations of all invested parties in order to accomplish a temporary endeavor. This is the mission of project management. Challenging? Yes. Impossible? No.

3. Developing Excellent Time Management Habits

Time management should not be a separate activity—it should be an integral part of the way you do things. *Continued on page 3*

Program Highlights: Center for Curriculum Management

Continued from page 2

For this to happen, you need to be an integral part of the way you do things. For this to happen, you need to be able to develop good time management habits and avoid bad ones.

4. Generating Alternatives in Problem Solving

When faced with any problem, it is tempting, especially in today's frenzied business atmosphere, to either take the easiest route or rely on the old tried-and-true methods. How many times have you taken a certain action and realized afterward that you had more options than you realized? Now more than ever, today's business world is complex and multi-faceted. As a positive result of that complexity, however, you can enjoy the benefits of increased opportunities in problem solving. This course is designed to equip you with numerous and productive alternative generation strategies that will enable you to draw from a pool of expanded options.

5. Microsoft Office Excel, PowerPoint, and Outlook 2007

Learn how to use the new features of Microsoft Office Excel, PowerPoint, and Outlook 2007 and increase your efficiency and effectiveness.

College-Level Examination Program (CLEP) computer-based test center. This testing will assist students in accelerating their college degrees by earning college credit for what they already know. It will also allow the students to advance to more challenging course, and save money on tuition costs.

Leadership Competencies: Performance Management

Performance Planning: A Critical Competency for FY 2009 and Beyond.

As a result of the Federal Human Capital Survey, the Department Annual Employee Survey, and the Human Capital Accountability and Implementation Plan (HCAIP) pre-assessment, HHSU, in conjunction with the HHS Human Capital Team, is revising the Performance Management Appraisal program online training. HHSU is also developing instructor-led training to address formal communication between supervisors and employees during the performance planning, mid-, and end-of-year review periods. The training will also address how to write effective element ratings to the Exceptional and Fully Successful levels. The online revision is scheduled to be available early 3rd quarter FY09 with the instructor-led training to follow late 3rd quarter FY09.

COMING SOON: Thought about starting that college degree?

HHSU is planning to build academic partnerships with local colleges and universities, enhancing learning opportunities available to all employees. Once developed, HHSU will then focus on becoming a

FY '09: 2nd Quarter Open Enrollment Dates

Second quarter open enrollment courses are posted on the HHS University website. Visit HHS University at <http://hhsu.learning.hhs.gov> and select the Schedule of Courses link and enroll today! ■

Events for Women's History Month 2009

"Women Taking the Lead to Save the Planet"

Thursday, March 12, 2009, 11AM to Noon

Speaker: Dr. Hrynkow, Associate Director, NIH

Wednesday, March 18, 2009, 11AM to 12:30PM

Speaker: Michelle Singletary, Columnist, Radio and TV Host

Thursday, March 19, 2009, 11AM to Noon

Speaker: Paige C. Kilian, M.D., Medical Director, MedAssurant

Tuesday, March 31, 2009, 11Am to Noon

"Status of Women at HHS"—A Demographic Report

For more information on these events, go the [HHSU home page](#) and select [Calendar of Events](#).

Program Highlights

Center for Instructional Technology

Clarence Baker, Director

In 2007, HHS purchased the Saba Enterprise Learning management System (LMS)—one of the top e-learning systems in the country that is rated as a “visionary” in the Gartner’s Group annual Magic Quadrant report. HHS strategically purchased two of five available modules: the Saba Learning Suite and the Saba Performance Suite. This effectively created HHS’s first personalized Saba Enterprise Learning Management System (LMS).

Through the Saba LMS, HHSU supports the development of applicable skills and knowledge, allowing employees to perform at their best by:

- Seamlessly supporting blended learning—including instructor-led classroom training, self-paced Web-based training, and real time virtual classes—that delivers education through vehicles that reach our learners most effectively;
- Utilizing authority and visibility to manage regulatory compliance and take full advantage of HHS’s internal customer’s wisdom, channeling relationships through comprehensive certification programs; and,
- Capturing, consolidating, organizing, managing, and reusing learning content developed and stored by many agencies across HHS. Thus, we communicate a realization of substantial cost and productivity efficiency, while simultaneously incorporating enhanced skill sets and knowledge repositories cross-functionally within the HHS enterprise.

HHS University’s enterprise-wide approach to managing and assessing learning, and course development initiatives, is a comprehensive solution. Through the Center for Instructional Technology (CIT), HHSU aims to deliver effective formal and informal learning tied to clear business outcomes and strategic human capital management.

HHSU/CIT provides all technological support and assistance for HHS common needs training and

career development programs. The span of CIT includes the:

- Management and development of both HHS common needs and HHS University online courses;
- Career development program Web sites;
- HHS Learning Portal;
- Commemorative observance and event Web sites; and,
- HHS University intranet and internet sites.

At CIT, we strive to be the nexus of all advanced distributive learning services for HHS.

Thus far, HHS University offers over 2,000 online classes on a wide variety of self-study courses that can be completed anytime through the LMS at no cost to the employees.

As we move forward in 2009, look for more communicative efforts and events featuring the Saba 5.4 SP3 Upgrade. Configuration customizations of other Saba functionalities within the LMS, and how to best utilize them, will be disclosed and in our on going effort to improve performance. You will meet the CIT Team, learn of new communicative vehicles to better prioritize and fulfill your agency’s learning technology needs, and realize the improved system of communication behavior, brought to you by HHSU! ■

March 2009 is
Women’s History Month

“Women Taking the Lead to Save Our Planet”

In the United States and in many countries around the world, women from past and present, from every economic level of society, education and ethnic background, have been courageous pioneers in the environmental movement. Today, more than ever, women lead the environmental movement. See the [web site](#) and check out the tips for a greener life.

Program Highlights

Center for Leadership and Development

Dia Gonsalves, Director

The Center for Leadership & Development Programs (CLD) uses specialized programs to develop the current and future leaders of the Department.

Programs managed by CLD include:

- Emerging Leaders Program (ELP);
- Senior Executive Service Candidate Development Program (SES CDP); and,
- The Presidential Management Fellows (PMF).

In addition, two new supervisory and managerial leadership programs:

- Leadership in Context; and,
- The Mid-Level Management Program.

In addition, CLD is planning to offer continuous development for leaders in SES positions. These leadership development programs focus on the enhancement of skills and competencies of each participant to increase the Department's overall leadership and organizational readiness and effectiveness. The Center also offers services to improve the leadership skills of all individuals across the Department. These services include the HHS Mentoring Program, career coaching services, and executive services, which include organization development consulting, executive coaching, and other services. These programs and services will continue to play a vital role in the development of all HHS employees, supervisors, and managers now and in the future.

The **Emerging Leaders Program (ELP)** is currently recruiting new interns for the class of 2011. The program recruits well-qualified applicants with a masters degree to participate in an internship across the administrative, social sciences, public health, human resources, scientific, and information technology career tracks. Recruitment has commenced at some of the nations top graduate institutions. The two-year internship program is one of many department-wide human capital strategies used to build and strengthen HHS' workforce capacity. While in the program, interns are aligned to critical department initiatives and gain professional growth

and leadership skills through rotations, competency-based training, and mentoring.

Emerging leader interns continue to add value to the HHS workforce through their rotational assignments. The class of 2010 will begin rotations in April 2009. If you have any rotational opportunities within your organization, please contact Lakeisha McClendon at 301-443-1858. For additional information, go to the [ELP web site](#).

Organization Development and Performance Consulting

The value of an organization starts and ends with its people—their skill, experience, creativity and perseverance are what drives progress and produces results. A well-functioning team is a key factor to the success of any organization. Organizational Development (OD) and performance consulting can help managers move their team beyond focusing on individual training and performance issues to focusing on organizational performance. This can strengthen professional value to the overall organization.

HHSU offers value by collaborating with organizational leaders in the development of customer-focused solutions. Our first priority is to understand the current environment, goals, and challenges of the organization. HHSU consultants provide innovative, tailored solutions, and work side-by-side with you to accomplish your organization's goals. They will work closely with you to assess the organizational situation, identify and prioritize issues, and initiate actions that result in measurable improvements to your organization's performance. There are a myriad of activities that can support you, such as strategic planning, performance management, transition and change management, team building, human capital management and planning, to name a few.

If you are interested in learning more about these services for you and your team, please contact Alan Lee Myers at alan.myers@hhs.gov or by calling (301) 443-7427. ■

HHSU to Offer Two New Leadership Programs

New Supervisor Program: Leadership in Context and the Mid-Level Management Program

In June 2009, HHSU will be offering two new programs for supervisors and managers, **New Supervisor Program: Leadership in Context** (LINC), and the **Mid-level Management Program** (MMP). In accomplishing the mission of HHS, there is a direct link to building and retaining a workforce that possesses the required competencies needed to perform the work of the organization today, and in the future. HHS is working to ensure that the workforce has the knowledge and leadership skills to achieve the current and future mission-critical goals of the Department. To this aim, these programs will be offered Department-wide to address and hone the competencies and skills of the HHS supervisor/management cadre.

Leadership in Context

LINC addresses the critical skills needed for first-line supervisors or managers with two or less years of Federal supervisory experience (though experienced managers will find this course beneficial). This program is offered throughout the Department, and has for over the last twenty years and has been redesigned, updated, and re-tooled to meet the changing demands of the leadership context within HHS. The 12-day cohort program offered is in four segments over a 4-month period. This schedule as designed is for supervisors to apply the skills on the job and to enable them to work around demanding schedules.

Each segment of the course deals with a specific theme and the content. *Segment I* deals with foundational skills needed to be an effective leader at any level. *Segment II* focuses on everything related to performance management. *Segment III* offers an overview of the legal foundations found in any supervisory and managerial position, mainly human resources concerns. *Segment IV* is the final and

culminating experience that helps the participants put all of the skills together through a series of experiential exercises and experiences. In addition, the participants will participate in “learning support groups,” where they will act as peer coaches to each other as they go through the course.

For additional information, contact Alan Lee Myers at alan.myers@hhs.gov, or call (301) 443-7427.

Mid-Level Management Program

MMP will be offered to supervisors and managers at the GS-12-15 levels with five or more years of management experience. This one-year cohort program is designed to prepare high potential managers for assuming greater management accountability and authority, intended as a succession planning program. This program will address mastery of individual leadership skills and competencies and how they relate to the larger HHS context. These competencies are defined in the HHS Competency Framework and are based upon the Office of Personnel Management’s Executive Core Qualifications.

The program contains a variety of learning activities. These developmental activities include, but are not limited to, leadership and feedback assessments, an orientation session, quarterly seminars, leadership development plan, individualized training courses (via the classroom and online), leadership coaching (with a professional coach, peer-to-peer, and in a small group), periodic “lunch and learn” sessions, reading assignments, and an optional developmental or rotational assignment. Each participant will be expected to obtain a mentor for the program.

For additional information, contact Cynthia Vantries at cvantries@psc.gov, or call her at 301-443-0333, for additional information.